

## **RALEIGH-DURHAM AIRPORT AUTHORITY**

### *MINUTES*

*February 20, 2003*

Chairman Gibbs presided. Present: members Clancy; Sanders; Teer; Toler; Weeks and Zaytoun. Absent: member Winston. Also present: Airport Director Brantley; Deputy Director, Operations Shackelford; Deputy Director, Facilities Engineering & Maintenance Pittman; Deputy Director, Finance, Business & Administration Gill; Major Capital Improvements Program Director Powell; Customer Service & Organizational Support Director Damiano; Parking Director Scialdone; Administration Director Umphrey; Finance Director Barrett; Senior Program Manager Edmondson; Senior Program Manager Quesenberry; Facilities Engineering Manager Jewett; Project Manager Malcolm; Maintenance Manager Fulp; Customer Relations Supervisor Kawiecki; Properties & Insurance Officer Quinn; Emergency Services Manager Thompson; Law Enforcement Manager Waters; Communications Manager Hamlin; Environmental Officer Fischer; GIS Manager Dana; Ground Transportation Coordinator Nye; Parking Administration Manager Slayton; Network Administrator King; Accountant Marion; Visitor Services Supervisor Creech; Volunteer Coordinator Watson; Communications Specialist Dunton; Business Development Officer Hairston; Internal Auditor Jordan; Training Supervisor Bell; Training Officer Harleston; Noise Officer Tovar; Website Administrator Hogan; Environmental Technician Rebar; Administrative Assistant Gray; Executive Assistant Mitchell and Attorney Tatum.

Guests: Charles McCloskey, Ron McDaniel, and Gerald Corthell, Parsons Transportation Group; Thomas W. Bradshaw, Jr., Salomon Smith Barney; James Novak, HNTB North Carolina, P.C.; and Vicki Hyman, The News & Observer.

**PUBLIC HEARING** – Chairman Gibbs opened the Public Hearing on revisions to Chapter 4 of the Authority's Ordinances entitled "Commercial Ground Transportation" and its Rules and Regulations for Ground Transportation Operation. There were no comments from the public, and the hearing was closed.

**APPROVAL OF AGENDA** – There were no changes to the agenda, and it was approved as submitted.

**APPROVAL OF MINUTES** – There were no changes to the minutes of the January 16, 2003 meeting, and they were approved as submitted.

**CHAIRMAN'S COMMENTS** – Chairman Gibbs welcomed new member Sanders. Chairman Gibbs appointed a nominating committee for the purpose of recommending a slate of officers to be elected for the fiscal year 2003-2004. Members of the Nominating Committee are members Toler, Teer and Winston.

Chairman Gibbs appointed member Weeks as Acting Secretary for the meeting.

**MARKETING & CUSTOMER SERVICES COMMITTEE REPORT** – Member Toler reported the Committee met on February 20, 2003 and discussed the following items:

1. Presentation of a report on mystery shopping of various airport activities that was conducted by Confero Inc. in December 2002. Elaine Buxton of Confero Inc. presented a Powerpoint presentation on the mystery shopping that was conducted at RDU in December 2002.

The goals of the mystery shopping program were to create and maintain high customer service standards for all passenger services at RDU, and to prepare for inclusion in customer service recognition programs such as the PLOG Report, J.D. Powers and others. Objectives of the program were outlined: (i) to develop customer service performance standards for all airport customer service operations; (ii) to develop a measure of performance against those standards; (iii) to measure against the standards; (iv) to review results and target improvements; and (v) to measure again to track improvements. The mystery shopping was conducted December 2-20, 2002 by real, traveling customers used as mystery shoppers. The shoppers conducted 23 shops in the terminals, plus 93 restroom shops, 15 shops in parking and ground transportation, 24 shops at security checkpoints, 44 shops in retail, and 36 shops in food service. Mystery shopper surveys were developed to cover each of those areas. The results showed how well RDU performed against its own standards. Subsequent shop results will indicate progress. The results were shared with the Airport's business partners. The concessionaires were very receptive of the results. The experience was considered to be a very positive one for the concessionaires as well as Authority staff. The next step is to measure again by shopping quarterly, tracking progress against RDU's own performance standards, fine-tuning expectations, beginning to move from baseline to delight, and developing an employee recognition component.

2. Report on the Authority's Customer Service Standards. Customer Relations Supervisor Kawiecki provided a draft of the RDU Customer Service Standards. The Authority, in cooperation with its internal departments and business partners, will adopt these service standards for the benefit of all airport customers. It is expected that all airport employees will strive to meet and or exceed the standards. The standards concentrate on aspects of the airport services and facilities that most impact RDU customer satisfaction as determined by data received from customer feedback. The airport will use various consultants and/or service groups to periodically inspect the airport. All inspection reports are distributed to the appropriate business partners. The inspection and reporting of standards performance is viewed as a management tool to improve customer satisfaction and as a vehicle for enhancing training and making necessary improvements or modifications. The Authority employs several methods such as inspectors, mystery shoppers, customer feedback through comment cards, website and other quality processes to measure performance. A score based method is used to track performance against the Authority's Customer Service Standards. Each service has an overall score and is computed utilizing a weighted average determined by the areas that have been identified by surveys as most important to our customers.
  
3. Preview of the re-designed Authority Internet website, [www.rdu.com](http://www.rdu.com). Website Administrator Hogan provided an overview of the Authority's re-designed website. The revised website is visually more appealing, and meets the preferences of the Americans with Disabilities Act with dark text on light background. The search features have been enhanced, and navigation within the website is easier. The information is more comprehensive and dynamic with additional kid-friendly features. The customer feedback forms also have been revised. The site will go live within the next week.

The Committee received the reports, and no further action was taken nor requested of the Authority.

**LAW, FINANCE & PERSONNEL COMMITTEE REPORT** – Member Gibbs reported the Committee met on February 20, 2003, and discussed the following items:

1. Consideration of a staff recommendation to adjust the project budget for North Ramp General Aviation Area Rehabilitation, RDU #080339. Staff requested adjustment of the project budget for North Ramp General Aviation Area Rehabilitation. A budget increase is necessary in order to accept bids and award other contracts related to completion of the final phase (Phase 3) of the project. The Phase 3 construction contract value is \$17,560,000, construction administration and resident inspection is \$1,511,363, and quality assurance testing and surveying support is estimated not-to-exceed \$140,000. Phase 3 provides for the demolition of various FBO buildings, the sites of which will be replaced by a significant expansion of the general aviation apron. The FBO's are in the process of constructing new hangar/office facilities. The project also includes an extension of Taxiway L along the expanded apron and rehabilitation of the pavement on the north end of Taxiway A. The project's duration is 730 days. This work is budgeted under the overall North Ramp General Aviation Area Redevelopment project, RDU #080339, which has a current total budget of \$38,000,000. Current obligations, including Authority costs, with the recent award of the General Aviation Terminal Building contract total approximately \$36,735,465. With the proposed contract awards for the remaining work estimated at \$19,880,820, total obligations will be \$57,616,285 including contingencies. The Committee recommended a budget increase of \$18,600,000 to \$56,600,000 in order to award the above-referenced contracts.

Member Clancy made a motion, seconded by member Toler, to increase the project budget for North Ramp General Aviation Area Rehabilitation, RDU #080339, by \$18,600,000 from \$38,000,000 to \$56,600,000. Adopted.

2. Consideration of a staff recommendation to adjust the project budget for Permanent Noise Monitoring System, RDU #010449. Staff requested adjustment of the project budget for the Permanent Noise Monitoring System. A budget increase is necessary in order to accept a vendor proposal and award a contract for purchase and implementation of equipment and software, and for follow-on design and construction costs associated with equipment installation. The PNOMS system software, hardware and implementation costs are estimated not-to-exceed \$435,000. Costs associated with follow-on design and construction of the monitoring sites will be negotiated following initial contract execution and are anticipated not-to-exceed \$251,490. This figure also includes staff, legal and other administrative costs associated with site acquisition and contract management. The scope of work includes procurement, installation and technical support of a permanent noise and operations monitoring system. The system includes permanent noise monitoring terminals, flight-tracking sensors, a data acquisition unit, user workstation and user network, communication cabling and other related items. The system provides real time data on aircraft operations at RDU, noise exposure data and operations reports. The system can be expanded to provide landing fee reports, aircraft and vehicle ground tracking and website displays. It is anticipated that the work will be completed by December 2003. The current project budget includes evaluation of the requirements and recommendations for a permanent system for monitoring aircraft noise and operations in the vicinity of the airport. In addition, the consultant was asked to determine locations and assist in procuring leases for permanent noise monitoring sites and to complete technical specifications and bidding documents for the system. The current budget of \$170,000 provides the aforementioned items. With the award to the vendor of the equipment and implementation contract, the total obligation of the Authority, including internal costs, will be \$605,000. Additional follow-on work for site design and construction plus other

internal costs is estimated at \$130,000. With this additional work, the PNOMS project budget needs to be increased to \$735,000. The Committee recommended a budget increase of \$565,000 to \$735,000 in order to award the above-referenced contracts.

Member Toler made a motion, seconded by member Teer, to increase the project budget for Permanent Noise Monitoring System, RDU #010449 by \$565,000 from \$170,000 to \$735,000. Adopted.

**LAND & DEVELOPMENT COMMITTEE REPORT** – Member Teer reported the Committee met on February 20, 2003 and discussed the following items:

1. Consideration of bids received January 10, 2003 for North Ramp General Aviation Area Rehabilitation, Phase 3, RDU #080333. Bids for North Ramp General Aviation Area Rehabilitation, Phase 3 were received on January 10, 2003. This work is the third and final phase of the North Ramp redevelopment project. Phase 3 includes the demolition of various FBO buildings that will be replaced by a substantial expansion of the general aviation apron. The FBO's are in the process of constructing new hangar/office facilities. The project also includes an extension of Taxiway L along the expanded apron and rehabilitation of the pavement on the north end of Taxiway A. The project's duration is 730 days. The low bid was submitted by Rifenburg Construction of Durham in the amount of \$19,788,004. Two bid alternates were solicited, and Rifenburg's prices for them were as follows: Alternate No. 1 (LED Taxiway Lighting) - \$113,996 and Alternate No. 2 (Logo Sign) - \$55,000. In a January 16, 2003 memorandum to the Land & Development Committee, staff recommended that the alternate bid items not be accepted. The low bid submitted by Rifenburg was in excess of staff expectations and available FAA grant funding. Therefore, staff entered into negotiations with Rifenburg to reduce the overall cost of the contract. The negotiations have resulted in the contract value being reduced to \$17,560,000. The work is budgeted under the overall North Ramp General Aviation Area Rehabilitation project for which the Law, Finance & Personnel Committee is recommending an increase in the total budget to \$56,600,000, which will permit award of the Phase 3 construction contract. The Committee recommended accepting the low bid and awarding a contract to Rifenburg Construction subject to concurrent execution of a change order reducing the total contract amount by \$2,228,004 to \$17,560,000.
2. Consideration of a staff recommendation on a firm to provide quality assurance testing services for North Ramp General Aviation Area Rehabilitation, Phase 3, RDU #080333. Staff recommended selection of a firm to provide construction phase materials testing services in connection with Phase 3 of the North Ramp General Aviation Area Rehabilitation project. The Request for Proposals for construction material testing services was available on-line at [www.rdu.com](http://www.rdu.com) beginning January 24, 2003. Additionally, the RFP was mailed to approximately 27 firms. The Authority received four proposals from: MACTEC Engineering and Consulting, Inc.; S&ME, Inc.; Trigon Engineering Consultants, Inc.; and Titan Atlantic Group. None of the respondents are MBE firms. Staff reviewed the proposals and elected to conduct interviews with three of the firms: MACTEC Engineering and Consulting; S&ME, Inc.; and Trigon Engineering Consultants. Based upon the responsiveness of the proposers to the stated requirements, the qualifications and experience of the proposed project manager and other key personnel, previous experience on similar projects, perception of and approach to the project, and the results of interviews, staff ranked S&ME first, Trigon second and MACTEC third. The Committee recommended that staff be authorized to commence negotiations with S&ME for a contract

amendment to its existing contract on Phase 2 of the project to provide services as outlined in the project specifications.

3. Consideration of an Amendment to the Agreement with HNTB North Carolina, P.C. for construction phase engineering services for North Ramp General Aviation Area Rehabilitation, Phase 3, #080333. Staff requested approval of an Amendment to the Agreement with HNTB for construction phase engineering services for the North Ramp General Aviation Area Rehabilitation, Phase 3. This amendment authorizes services for contract administration and resident project representation for the final phase of the project. Contract administration services include reviewing shop drawings and pay applications, preparing change orders and field orders, conducting progress meetings, conducting site visits for quality assurance, interpreting drawings and specifications, providing recommendations on technical issues, and acting as an administrative liaison with the Authority's contractor. Resident project representation services include inspecting construction work performed by the contractor, inventorying stored materials, determining pay quantities, preparing reports and field logs, oversight of quality assurance testing, and acting as the primary field contact for the Authority. Compensation for services and reimbursable expenses authorized by this amendment will be based on unit costs against the fixed ceiling amount of \$1,511,363. The Committee recommended approval of the Amendment.
4. Consideration of an Amendment to the Agreement with URS Corporation for construction phase engineering services for Westside Storm Water Management Facilities, RDU #070378. Staff requested approval of Amendment No. 1 to the Agreement dated January 17, 2002 with URS Corporation for construction phase engineering services for Westside Storm Water Management Facilities, a sub-project of Taxiway D Relocation and Terminal C Apron Expansion. This amendment authorizes services for contract administration and resident project representation for the project, which is an early element of the Authority's Taxiway D Relocation and Terminal C Apron Expansion project. Contract administration services includes reviewing shop drawings; visiting the site periodically; interpreting technical requirements of the plans and specifications; providing recommendations on technical issues in connection with processing pay applications; providing technical specifications and drawings for preparation of change orders; responding to requests from the Contractor and Construction Manager for information on technical matters; managing resident project representative staff; and communicating with the Construction Manager on technical requirements of the work. Resident project representation services includes inspection of the work; determination of compliance of the construction work with technical requirements; requesting check surveying when required; reviewing and assisting with pay quantities in connection with processing payments to the Contractor; preparing reports and field logs regarding adherence of the work to technical requirements; and assisting the Construction Manager in coordination of construction work with operation of the Airport. Compensation for services authorized by this amendment will be based on unit costs against the fixed ceiling amounts of \$82,868 for contract administration, \$161,300 for resident project inspection, and \$34,300 for reimbursable expenses, which are based on direct costs. This Amendment will increase the total contract amount by \$278,468 from \$2,762,183 to \$3,040,651. The Committee recommended approval of Amendment No. 1 to the Agreement with URS Corporation.
5. Consideration of a staff recommendation on firms to provide consulting services to the Authority and to Fentress Bradburn Architects Limited for Terminal C Renovation & Expansion, RDU #070399. Staff recommended the selection of firms to provide Specialty

Consultant Services as sub-consultants to Fentress Bradburn Architects in connection with the Authority's Terminal C expansion and renovation project and, in the case of one firm, to provide information technology consulting services to both Fentress Bradburn and the Authority. Fentress Bradburn was earlier selected to serve as the prime design consultant for the Terminal C expansion and renovation project, but that selection did not include selection of engineering and other non-architectural sub-consultants to Fentress Bradburn in order to allow joint, qualifications-based selection of these sub-consultants by the prime design consultant and the Authority. Staff subsequently recommended, and the Authority approved, certain engineering and other non-architectural sub-consultants to Fentress Bradburn. The Request for Proposals for Specialty Consultant Services was available on-line at [www.rdu.com/rdubusiness](http://www.rdu.com/rdubusiness) beginning on November 25, 2002. Additionally, the Request for Proposals was mailed to about 233 firms. The deadline for submitting proposals was 12:00 noon, December 24, 2002. Fifty-one proposals were received. Staff met with Fentress Bradburn on January 14, 2003 to discuss the proposals. The group determined that interviews for Information Technology and Security services were necessary and subsequently, on January 28<sup>th</sup> and 29<sup>th</sup>, staff and Fentress Bradburn interviewed Ross & Baruzzini, Convergent Strategies Consulting, Inc., Kroll Security Services Group, and URS Corporation to further investigate their qualifications to perform Information Technology and Security roles on the project. Based on Authority staff's and Fentress Bradburn's joint review of the proposals, including responsiveness to the stated requirements, qualifications and experience of the proposed project manager and other key personnel, previous experience on similar projects, perception of and approach to the project, the results of the interviews, and the results of the Authority's discussions with Fentress Bradburn, staff recommended that the following firms become sub-consultants to Fentress Bradburn for the roles indicated below:

<b>Service</b>	<b>Recommended Firm</b>
Acoustical and Building Physics	Cerami & Associates, Inc.
Aircraft Services	AERO Systems Engineering, Inc.
Blast Assessment	Weidlinger Associates
Computer Simulations	Kimley-Horn and Associates, Inc.
Cost Estimating and Scheduling	Atkins HF&G
Curtainwall	Heitmann & Associates, Inc.
Lighting Design	LAM Partners, Inc.
Daylighting	Architectural Energy Corporation
Security	Kroll Security Services Group
Landscaping	Haden Stanziale, P.A.
Life Safety and Codes	RJA Group, Inc.
Signage	Apple Designs, Inc.
Vertical and Horizontal Transportation	Lerch, Bates & Associates
Wind and Snow Loading Design Analysis	RWDI

Apple Designs, Inc. and Cerami & Associates, Inc. are currently seeking certification by the Authority as DBEs. Additionally, staff recommended the selection of URS Corporation to provide information technology consulting services to both Fentress Bradburn and the Authority. URS Corporation, as a sub-consultant to Fentress Bradburn, would be responsible for planning and designing the information technology systems for Terminal C as part of the Terminal C expansion

and renovation project. Furthermore, URS Corporation would provide information technology consulting services directly to the Authority for planning and designing information technology infrastructure to serve both terminals and other locations on the Airport, updating existing systems in Terminal A or elsewhere that must be expanded, upgraded and/or replaced concurrent with the Terminal C project, relocating existing systems serving both terminals and other Airport functions to the new Operations Center, and specifying equipment and systems necessary for consolidation of communications and emergency command functions in the new Operations Center. The Committee recommended that Fentress Bradburn and Authority staff be authorized to commence contract negotiations with the firms as outlined above.

Member Teer made a motion, seconded by Member Weeks, to approve the recommendations of the Land & Development Committee. Adopted.

**PERMANENT NOISE & OPERATIONS MONITORING SYSTEM** – Deputy Director, Facilities Engineering & Maintenance Pittman reported on the proposals received on November 26, 2002 for provision and installation of a Permanent Noise & Operations Monitoring System. The Request for Proposals was issued on November 4, 2002. The deadline for submitting proposals was 4:00 pm, November 26, 2002. Five proposals were received from: Bruel & Kjaer; BridgeNet; BAE Systems; Lochard and Rannoch. Staff and the Authority's noise consultant, Harris Miller Miller & Hanson, evaluated the proposals. Interviews were conducted with representatives of Lochard and Rannoch on January 22, 2003. The systems proposed by Lochard and Rannoch were viewed as comparable to one another with the exception of their proposed flight tracking methods. Lochard's tracking system relies on overnight batch files to complete the data file of aircraft operations. Rannoch offers a system that is expandable to ground tracking of aircraft and vehicles. Lochard cannot offer that capability. Staff recommended award of the contract to Rannoch. The recommendation included the purchase of all necessary equipment and not a vendor hosted service. A hosted server is not yet a proven technology for this application, particularly for the application of dynamic graphic capabilities. There will be no yearly costs associated with leased equipment.

Member Weeks made a motion, seconded by Member Teer, to accept the proposal of and award the contract for provision and installation of a Permanent Noise and Operations Monitoring System to Rannoch. Adopted.

**GRANT OFFER** - Major Capital Improvements Program Director Powell reported on the grant offer of Airport Improvement Program funds from the Federal Aviation Administration for Westside Storm Water Management Facilities, a sub-project of Taxiway D Relocation and Terminal C Apron Expansion. The Authority adopted a resolution on October 17, 2002 authorizing staff to submit an application to the FAA to obtain a grant of AIP funds for construction of the project. Staff prepared a grant application based on the bids received on January 8, 2003 and submitted the application on January 16, 2003. The amount of funds requested is \$3,564,848, which will consist of FY 2001 and 2002 AIP entitlement funds. Staff recommended accepting the impending grant offer in order that the grant agreement can be executed and returned to the FAA in an expeditious manner pending acceptance by the Cities of Raleigh and Durham and the Counties of Durham and Wake.

Member Clancy made a motion, seconded by Member Toler, to accept the grant offer of Airport Improvement Program Funds from the Federal Aviation Administration for Westside Storm Water Management Facilities, a sub-project of Taxiway D Relocation and Terminal C Apron Expansion, RDU



#070379, in the amount of \$3,564,848 pending acceptance by the Cities of Raleigh and Durham and the Counties of Durham and Wake. Adopted.

**AUTHORITY ORDINANCES CHAPTER 4** – Attorney Tatum reported on the proposed revisions to Chapter 4 of the Authority's Ground Transportation Ordinances, which covers regulation of ground transportation services. The proposed revisions incorporate the Stand Manager form of taxicab operation that became effective January 1, 2003. The ordinances have been revised to incorporate delegation of the taxicab staging and dispatching operations to the Taxicab Stand Manager. The Authority also proposed to charge a \$2.00 pickup fee for prearranged trips conducted by off-airport taxicab operators.

Member Toler commented that he was not comfortable with implementation of the \$2.00 pickup fee at this time. The Authority discussed the possibility and feasibility of suspending implementation of the \$2.00 pickup fee for prearranged trips conducted by off-airport taxicab operators until December 31, 2003. Chairman Gibbs suggested staff compile data on the number of prearranged pickups by off-airport operators and determine projected revenue.

Member Teer made a motion, seconded by Member Toler, to adopt the revisions to Chapter 4 of the Ordinances to be effective March 1, 2003; to suspend adoption of the \$2.00 pickup fee for all prearranged trips by off-airport taxicab operators until December 31, 2003; and to have staff compile data on prearranged pickups by off-airport taxicab operators and projected revenue. Adopted.

**MEMBER COMMENTS/REPORTS** – Member Weeks commented that he was looking forward to the orientation session for new members on March 5th. Member Sanders said he was looking forward to working with the Airport Authority.

**GENERAL COUNSEL'S REPORT** – Attorney Tatum requested an Executive Session to discuss a property acquisition matter and a pending litigation matter.

**AIRPORT DIRECTOR'S REPORT** –

- The Authority will meet twice in March. The first meeting will be held on March 13, 2003 for the purpose of reviewing the drafts of the Fiscal Year 2003-2004 Operating and Capital Improvements Budgets. The regular meeting of the Authority will be held on March 20, 2003.
- Enplaned passengers for January 2003 totaled 266,453 versus 270,603 for January 2002 for a 1.5% decrease.
- Deplaned passengers for January 2003 totaled 281,352 versus 284,219 for January 2002 for a 1.0% decrease.
- Enplaned air cargo for January 2003 totaled 7,739,157 pounds versus 8,745,503 pounds for January 2002 for an 11.5% decrease.
- Deplaned air cargo for January 2003 totaled 9,793,409 pounds versus 9,478,671 pounds for January 2002 for a 3.3% increase.

- Weekday scheduled flight departures for January 2003 totaled 203 versus 221 for January 2002 for an 8.2% decrease.

- Aircraft operations for January 2003 totaled 18,001 versus 18,922 for January 2002 for a 4.9% decrease.
- The number of vehicles exiting the terminal area public parking lots during January 2003 totaled 142,081 versus 139,698 for January 2002 for a 1.7% increase.
- The number of taxicab trips taken during January 2003 totaled 9,709 versus 11,736 during January 2002 for a 17.3% decrease.
- Airline load factors for January ranged between 50% and 70%. January and February are historically slow months for air travel. It is anticipated that travel will increase in March.
- ANC, the parent company of both Alamo and National Car Rental, has decided not to go forward with a plan to construct a new building facility at the National servicecenter and to consolidate and operate National and Alamo services at one facility. They will continue to operate the two brands independently and will remain in their current locations on the Airport.
- Environmental Officer Fischer, in conjunction with Maintenance staff, submitted a grant application to the Triangle Clean Cities Coalition to assist in funding the purchase of bio-diesel fuel for the Airport's shuttle buses, which was approved. In June after additional fueling facilities are installed at Maintenance, the buses will begin using less-polluting biodiesel fuel.
- On February 14, 2003, the Transportation Security Administration directed all airports to began random inspection of vehicles approaching the terminals. A checkpoint was established under the Taxiway E Bridge at which to conduct such searches. A control point was located at the intersection of East and West International Drives to permit only Authority parking shuttles, other Authority vehicles, and limited other vehicles registered with the Authority (i.e., fixed base operator shuttle vans) to go through the Taxiways C and D underpasses. Signs were erected and traffic patterns were altered. There is a great deal of contention with regards to conducting the searches. Some airports have refused to comply with the TSA directive. CLT and RDU have elected to go on with the inspections and to debate the issue at a later time.
- The Raleigh-Durham Airport Volunteer Ambassadors were recently recognized by Governor Easley as the recipients of the North Carolina Award for Outstanding Volunteer Service. Congratulations to all the RDU volunteers.
- Customer Service & Organizational Support Director Damiano reported on the data collected from customer comment cards, emails and letters. The Authority receives an average of 35 submittals per month. The comments repeatedly focused on signage in hourly/daily lots; security (mainly opinions of customers' experiences); availability of food and newspapers in the terminals prior to going through security; and the need for a USO Club for military personnel. Compliments were also received. TSA staff sent a complimentary letter thanking Authority staff for its work. The taxicab operators sent a letter thanking the Authority for implementation of the Taxicab Stand Manager. Compliments were also received in response to the holiday music in the terminals. In March, the Authority may receive 100-200 military reserve personnel transiting the airport daily.

Anton Airfood will provide boxed lunches to these personnel prior to their departure for area military bases.

Member Teer made a motion, seconded by Member Weeks to go into Executive Session.

Member Teer made a motion, seconded by Member Toler to return to Open Session.

Member Clancy made a motion, seconded by Member Weeks, to accept a proposed confidential settlement in a pending litigation matter.

**ADJOURNMENT** - There being no further business, Chairman Gibbs adjourned the meeting.

Respectfully submitted,

Michael D. Weeks, Acting Secretary

CORRECT ATTEST:

Kenneth D. Gibbs, Sr., Chairman